

Comments Complaints Log 1 April 2021 - 31 August 2021

Log No	Date Received(and time if Possible)	Topic / location	Comment / Complaint / Compliment	Council Response / action taken	Contact method	Committee	Referrals	Notes
1	12.05.21	Station Road Toilets	Excrement all over floor and no toilet roll available	Contractor had cleaned by the time the message was seen	telephone	TCED		
2	5.21	Station Road Toilets	Toilet blocked and water overflowing (3 telephoned reports)	Outdoor team attended within 45 minutes; cleared natural blockage from u bend	telephone	TCED		
3	6.21	Station Road Toilets	Toilet blocked and water overflowing	Outdoor team attended, toilet had been stuffed with blue paper	telephone	TCED		
4	20.05.2021	Tablet base	Follow up to previous complaint to TC ref MAG 19 base.	Forwarded to TC	Email	CTH		
5	23.05.2021	Allotments	Complaint about the poor condition of an allotment and for the Council to take and H&S issue with children running around.	Tenant been sent warning letter and letter sent to parent of children	email and letter	CW		
6	25/05/2021	Allotments	Green chair missing from allotment	Chair found by Outdoor Team and owner assisted to retrieve it	in person to Supervisor	CW		
7	01.06.2021	Cemetery	Restriction on times for interments	Referred to instructions given and said would pass on concerns	phone call	CTH		
8	01.06.2021	Cemetery	Hours available for Stone Masons to attend	Referred to policy but said would pass on the concern	phone call	CTH		
9	01.06.21	Street Cleaning	Would it be possible for your street cleaner to pick up some rubbish it is after Tesco before weary traveller. It looks like take away litter. Many thanks	As mentioned a while back the Messenger facility has been disabled as we ideally need formal contact via the Council's e-mail/phone/writing.... I'm afraid that MDDC arrange the Street cleaning and I am not sure who is doing this job now as there has been a change of Cullompton's Street cleaner. I will mention this if I see the operative tomorrow when I am in the town/Town Hall.	email	TCED		
10	02.06.21	Allotments	Allotment holder contacted office to say a group of people had been seen on site 2 or 3 times i.e. non-allotment holders - on apparently they were verbally abusive . Expressed concern as previously items had gone missing from his plot. Police had been informed. Requested battery operated CCTV camera is installed or dummy notices	Person advised this will be reported to 17 June Community Wellbeing Committee	2 phone calls	CW		
11	04.06.21	Allotments	Volunteers using allotment holders bags to clear waste without permission	Supervisor visited site within 1 hour, spoke to volunteer supervisor and supplied bags	phone call	GOAB		
12	06.06.2021	Allotments	Top Field allotment site paths need strimming	Will pass on to the Maintenance Team	in person	CW		

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13	08.06.21	Broken Glass		Advised that we would report this issue on the 'complainants' behalf but that have been advised by MDDC that they need to be apprised of any issues directly so they are aware of what their operatives are asked to address	E-mail	CW		
			Please could we report to the MDDC Street Cleaner that at the bridge at Higher Mill Lane - the Tesco side, there is some broken glass					
14	10.06.2021	Tree	Resident complaining tree not been cut as promised	Their concerns would be passed to the appropriate person.	phone call	CW		
15	10/06/2021	Cemetery	Grass not cut on his wife's grave	Supervisor spoke to man, explained that the grass had been cut in the last 3 weeks, other areas where grass cutting was undertaken and reassured the man that his wife's grave was important	in person to Supervisor	CTH		
16	09/06/2021	Market	The new trial layout was working well		in person to Supervisor	TCED		
17	07/06/2021	Cemetery	Complained about the length of the grass and a comment that we used to get it done by contractors	Explained that the team is now down to 2 men and that we were trying to get quotes for grass strimming	in person to Supervisor	CTH		
18		Trees	Complained that 'our' trees are overhanging their garden	Supervisor left message for complainant, after looking at trees - but does think they are Mid Devon's tree	Email			
19	07/06/2021	Culm Lea Play Area	Phone call from local resident - gate broken litter not being picked up - grass needing cutting	Maintenance	Email	CW		
20	07/06/2021	Cemetery	An email thanking the cemetery staff for the lovely way they had prepared the ashes plot and covered it over afterwards		email	CTH		
21	08.06.2021	Trees	Complaint that bottom of trees are not being cut	Forwarded to Maintenance Supervisor				
22	11/06/2021	Cemetery	Grass in cemetery not cut	Explained the situation and the councils plan to employ contractors to cut it	in person to Supervisor	CTH		
23	12.06.2021	Allotment - Tiverton Rd	Unkempt allotment - XXXXXX	Council aware and tenant to be evicted.	Email	GOAB		
24	14.06.2021	Allotments	Complaint about the poor condition of an allotment and for the Council to take action.	Allotment needs strimming and tidying (as per policy) Tenant evicted and a new tenant being sought.	Email and phone	GOAB		
25	14/06/2021	Website Minutes	When will the latest cemetery meeting recording be up on the website	Advised this will be chased up with immediate effect	Messenger - Facebook	CTH	ATC	

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26	18/06/2021	Planning	Question concerning planning applications in Cullompton particularly in relation to the former golf course at Padbrook Park.	Explained to the correspondent that, at this time, there has been no formal planning application to develop the former golf course at Padbrook Park although, from responses provided by the landowner to the consultations on the MDDC Local Plan and the Neighbourhood Plan, there may be an aspiration to do so.	Telephone	P&L		
27	18/06/2021	Planning	Complaint that the letter of response to DCC regarding the proposed MUGA at Meadow Lane had not been supplied as requested.	Explained to the complainant that there was no letter sent to DCC and that the resolution of the council to support the application, with reservations, had been copied and pasted into DCC's planning consultation web page. The complainant was unsatisfied and stated that he would get a Court Order to obtain the letter that he is convinced exists.	Telephone	P&L		
28	21/06/2021	Cemetery Grass	Complaint regarding state of cemetery grass	Advised that the grass has been particularly 'prevalent' this year due to the sunshine and rain that we have experienced. Further, that the Council are currently in the process of arranging an external contractor to cut the grass and also the staffing constraints which have not helped. The grass has been cut twice in the last 1.5 months. Profuse apologies were conveyed on behalf of the Council and with the emphasis that we are extremely mindful of the emotive nature of the situation.	Telephone	CTH		Needs excess soil added around double plot - Apparently (Perry) advised he would do a while back....
29	21/06/2021	"	"	"	"	CTH		Not happy - doesn't believe grass has been cut twice in the last 1.5 months!
30	21/06/2021	" + Potholes	"	"	"	CTH		Top Right of Old Cemetery - where grass may not have been cut. Concern with H&S - potholes.
31	21/06/2021	"	"	ATC advised no response required	"	CTH		
32		"	"	ATC advised all 'in hand' No further response required.	"	CTH		
33	14/06/2021	Cemetery	Grass not cut	Supervisor spoke to her and reassured her.	In person to Supervisor	CTH		
34	22/06/2021	Cemetery Grass	Grass too long	Reassured complainant as above and explained the reasons why	Telephone	CTH		
35	23/06/2021	Praise	General comment/compliment regarding that trader is happy with the 'how the new Maintenance Supervisor works' i.e. listens and takes on board comments .	Thanked trader and advised will convey thanks	in person to Supervisor	TCED		

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36	24.06.2021	Swallow Way	Street light surround broken	Road not adopted - directed to developers	Email	TCED	DCC	Has this been reported ?
37	25/06/2021		Browsing the website I came across meeting attendance monitors that were way out of date and incomplete. I also notice that what was recorded was non attendance with NO APOLOGIES in some instances constant no apology. Surely this is not good example to public and in my case certainly think it unacceptable as it destroys confidence in their suitability to be in office. Apart from occasionally placing this info on website, what other purpose does it serve?	Thank you for your message as per below relating to attendance. I understand there are figures showing on the website which record Councillor's absence up to Sept'20 and can confirm that my colleague is currently looking at the attendance figures from that date to current and that this is 'in hand' - Absence as shown is absence with apologies (P) and absence without apologies (O) We are required to publish this information which does give members of the public oversight as to the meetings attended by individual councillors.	E-mail	RESOURCES		
38	29.06.2021	Rubbish	Rubbish bags being left on pavement at Higher Street passed the traffic lights causing obstruction on pavement. Asked to make residents aware.	Forwarded to MDDC	Email	TCED/CW	MDDC	
39	30.06.2021	Cemetery	Resident disgusted with the state of the old cemetery. Unfair new cemetery is always cut. Grass was not cut for father's day it was above height of headstones	Apologised mentioned staff shortage	phone call	CTH		
40	30.06.2021	Cemetery	Concern on sinkage of graves visiting grave 3 rows back not being able to see pitfalls	Apologised will put forward to Council	phone	CTH		
41	30/06/2021	Top Field Allotment	Chair stolen. Teenagers climbing through fence in evenings. Fence is now broken (NE corner near nig tree) & having 'get togethers' (congregating) Plot holders could perhaps get a new fence...Needs barbed wired -	Will pass to AA & mention to Maintenance Supervisor. Advised no barbed wire as H&S issue! Advised she should report to police.	In Person - T/Hall	CW		passed to AA Email from PC AL - sent email to tenants explaining the victim needs to report direct to police and info on how to do it.
42	30/06/2021	Recycling Boxes	recycling boxes outside 2 houses on Higher Street blocking pavement. Think no's. xxxxxx	Advised needs reporting to MDDC - We will do	In person - Town Hall	TCED/CW	MDDC	Passed to AA Email response from CS MDDC - I will issue a Section 46 Notice to those properties for waste out early as these should not be out any longer than 24 hours after their waste and recycling has been collection
43		Floral Decs	Happy to continue to look after planters as long as tubs replaced - will water the 3 tier planter at Thorne & Carter but cannot reach higher 2 levels	Will arrange for Outdoor Team to perhaps water		TCED		
44		Tree Planting Scheme	When Cllr. Guest was Mayor she raised this issue. She is liaising with MDDC (Christine Cricken) with view to a meeting being arranged to discuss way forward.	Advised will relay comments. Perhaps Special Projects Officer could liaise..?		CW		
45		Public WW	She has planted infill shrubs - would like to know when WC knocked down so she can 'rescue' and transplant shrubs	Advised will relay comments and passed thanks over		TCED		
46		Cemetery Lack of Trees	Needs more trees & groups of trees in cemetery - too blank - not welcoming enough.	Advised would relay comments - perhaps something for C&T/Hall Comm..		CTH		

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47		Goblin Lane	State of bridleway where Western Power have dug up road 4ft trenches - now sand and mud on surface	Will pass onto VFW (Nick Savage)		CW	DCC	Referred to VFW (Nick Savage). DCC FW apprised and investigating.
48		Clarks Ct Tree + Request for a new bench	Tree growing over wall - has been cut back by MDDC. Wishes to request a bench to be sited near sheep noticeboard for residents and locals to sit and chat.	Advised will relay comments		CW		
49		Linear Pk Gates Issue	gates do not close automatically in play area as these should...	Advised this is MDDC and I will report to my contact		CW		
50		Hanging Baskets	What's happening - Why are there no baskets?	Explained this is in-hand		TCED		
51			Needs more trees & groups of trees in cemetery - too blank - not welcoming enough.	Advised will relay comments - If she could let us know about MDDC meeting outcome that would be useful..				
JULY'21								
52	01.07.2021	Top Field Allotment	Can CTC fill in hedge to stop people cutting through to field having BBQs etc.	Passed to TC/MS	Phone	CW		This is the 2nd year this has happened. Gap has been left open. Do not know who hedge belongs to.
53	01.07.2021	Co-option response	Email requesting co-option form and response not received.	Forwarded to TC	Email	TC		
54	02/07/2021	Cemetery	Condition of the cemetery - specifically grass	Apologised. Explained position. Advised will speak with Maint. Sup.	Phone	CTH		Margaret - Grass hedge; MDDC
55	04/07/2021	General state of Cullompton	And I apologise to you in advance for the below and just so I'm being clear it is not aimed at you Maria, but if you or the parish council can effect some influence and change on any of the below or take it forward at planning meetings I would be very grateful. What is going on at the moment ... we have fly tipping, I have an abandoned fly tipped microwave outside my house at the moment which I have reported over a week ago but it's still there. (See end of this email) anti social behaviour there was three young people outside my home last week at midnight beating each other up, destruction of property and vandalism... I found 5 min walk this morning not to be uplifting but disgusting and disappointing. Why would anyone visiting Cullompton want to move here?.. and there going to build more housing... with no gardens, nowhere to put recycling bins, insufficient parking. no waste management infrastructure e.g. recycling public waste bins particularly at bus stops and ugly house designs that have no architectural relation to the character of our region at all.. all we have to look forward to is more cramped, ugly, no greenery, depressing cookie cutter housing estates that could be anywhere. Mid Devon and Devon County	Many thanks for your message as per below. Yes, agree that destruction of property and fly tipping is not what we wish to see at all. Would you be happy for me to share your e-mail and photos to our District and County Councillors and also within the Council? I will enter your comments onto the Council's log and a record kept and shared to the Resources Committee together with any official response. Going forward, please can you e-mail any comments or complaints directly to enquiries@cullomptontowncouncil.gov.uk and these will then be progressed accordingly in line with the accepted procedure. I am happy to be cc'ed in so I can be aware of what is 'going on'.	E-mail	TC/CW		Requested permission to share e-mail with Council + County & District Cllrs. Advised request for any future comments/complaints to be e-mailed to enquiries follow accepted procedure.

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56	05/07/2021	AGAR	Is there any reason why the council is NOT publicising the way for the public to ask questions re finance ?Hope to see a link soon.	On the Council's website is information regarding raising questions – The Annual Governance Statements and accounts as you are aware, are signed and dated by the Chairman and then forwarded to the external auditor who undertakes the audit and reviews the accounts for the year, verifying their accuracy. The accounts must then be available for public inspection for 30 days and electors are able to exercise their rights to:https://www.cullomptontowncouncil.gov.uk/_UserFiles/Files/Finance/2020-2021%20FY/public%20rights%20fo				
57	05/07/2021		Happy to see how good tubs look at Lower Bullring. Offer to plant up 3 tiered planter outside Hayridge if staff not already doing..	Thanks given and confirmed with liaison with MS.	Phone	TCED		Liaise with Maint. Supr.
58	05/07/2021	Grass verge	Overgrown vegetation on grass verge bordering property. Trees fallen over luckily on grass verge side.	Will investigate ownership of grass verge and will call back asap	Phone	TCED		Believe this would be MDDC/County - Telephoned 08/07/21 and advised this would probably be MDDC as re-iterated that best way is to report directly either by ringing customer services/on-line - a ref. no. will be given. Addt. I have contacted Cllr. Berry who will contact Mr. Hill directly.
59	06/07/2021	Grass verge	Overgrown vegetation on grass verge at the southern end of Millennium Way. Broken fence at the same location.	Will investigate ownership of grass verge and will call back asap	Phone	TCED/CW		MDDC contacted to establish ownership. Update 17/08/2021: DCC, whilst unable to provide contact details of the landowner, have written to the landowner to request that the land is tidied up.
60	07/07/2021	Grass verge (duplicate of Log No 58)	Overgrown vegetation on grass verge bordering property. Trees fallen over luckily on grass verge side.	Will investigate ownership of grass verge and will call back asap	Phone	TCED		Believe this would be MDDC/County

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61	07/07/2021	Leat - FP1	There is a problem with adult cyclists thinking that the public footpath at the end of Higher Mill Lane is a Bridleway and insisting on ploughing through the narrow alley between The Mill (the green house adjacent to the footpath) and the high wall of the gardens on the other side of the path. The footpath remains narrow as it turns the corner until it reaches the outlet for TESCOs. It is really only wide enough for single people and passing others can be difficult. This morning a large young male adult refused to get off his bike, when asked, despite pedestrians ahead of him, insisting that this was a bridleway and refusing to accept this is a Public Footpath. So insistent was he that I checked the OS map to confirm that it was, as it has always been, a Public Footpath. IN recent months I have encountered other cyclists using these narrow paths as cycle routes which causes mounting anxiety to pedestrians. This footpath is used by all manner of pedestrians including the elders from the sheltered housing near the top of the Lane, school children and Mothers with children and pushchairs. Whilst I am not suggesting any enforcement measures be considered, I do believe a clear sign stating that this is a Footpath and requesting cyclists dismount would be sufficient deterrent in most	Many thanks for cc'ing me into your reply –NB: I have not seen the original e-mail from XXXX and I believe it is because my e-mail address is slightly incorrect (– Not to worry XXXX I have it now. My e-mail address has a full stop/dot between Deputy and Clerk) Thank you for contacting Stuart. This could be considered a potential health & safety issue as the path as we all know can be quite narrow in places and is used by many pedestrians so not overly conducive to cycles and certainly not at the same time! I await Devon County's response in terms of signage. I am also cc'ing our volunteer footpath warden (Nick Savage) so that he is apprised of the comments and also the Town Clerk, Joy Norris and the Chair of Community Wellbeing Committee, Cllr. Janet Johns.	E-mail (+ via Cllr. Woollatt)	CW		Community Wellbeing Committee
62	13.07.2021	Back Lane (nr Exeter Garage)	Street Cleaner received several complaints about the Lane needs clearing.	Will investigate - CTC have previously (regularly) cleared passed to MS	in person			Passed to Maintenance Supervisor
63	19.07.2021	New Cut	Drain blocked with weeds etc	Will investigate - CTC have previously cleared passed to MS	phone	TCED/CW		Passed to Maintenance Supervisor
64	19.07.2021	Station Road to bridge (Tesco) path	Overgrown hedge. Blind man on mobility scooter complained it is hitting him in the eyes	CTC have previously cut. Passed to MS	in person	CW		Passed to Maintenance Supervisor
65	19.07.2021	Path nr Bramblehais	Overgrown hedge. Blind man on mobility scooter complained it is overgrown on path			CW		
69	19/07/2021	Various	Call Cullompton Police regarding the seizure of CCTV footage of an incident that occurred on 11/07/2021.	CCTV burned to DVD ROM and collected by PC Legg.	Email	TCED		
70	19/07/2021	Various	Call from Cullompton Police regarding the seizure of CCTV footage of an incident that occurred on 09/07/2021.	There was no CCTV footage of the alleged incident within the specified time frame. PC Legg informed.	Email	TCED		
71	23/07/2021	Fly Tipping	Call regarding the fly tipping of rubbish bags, some containing food waste, outside the former Community House.	MDDC contacted via their website to report the fly tipping.	Telephone	TCED/CW		

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72	25/07/2021	Illegal Vehicular Access	Despite MDDC PLANNING DEPARTMENT Granting illegal vehicle access over public land, to also allow the Cullompton Town Council illegal access to the rear of the week Waldrons House this is totally unacceptable from MDDC and DCC and Cullompton Town Council.The status of footpaths by Parliamententry over rides that of local councillors in law.Motorised vehicles cannot be legally granted access locally at any level of authority.I will be approaching Parliament at the earliest opportunity once all criminal acts have been fully documented. https://www.whatdotheyknow.com/body/devon and cornwall police		E-mail to DTC	Resources		I understand this individual has been classed as a vexatious individual and that the Council will acknowledge but not respond to said party
73	29/07/2021	Play Area - Head Weir	Can I just check something about the signs in the park. Where there are signs saying no balls games are they council signs or been placed by the owners of the house by the park? I know that the owners of the house next door appear to want to go to lengths to stop children enjoying themselves. The gentleman has been very rude to my son and others on more than one occasion and they seem to want to try and close the park.		E0mail to DTC	CW		
74	20.07.2021	New Cut	Complaint about blocked drain/gulley and rubbish (she walks passed on a regular basis)	Email sent to MDDC.	In person	MDDC advised contact landlord. Query who this is?		
75	27.07.2021	Station Road	Complaint that the lines on the road are faded especially on approaching the traffic lights from the High Street end	Email to Highways	Phone	Report no W211441800 and passed to non-safety defect lining team		
76	03.08.2021	Honiton Road	Local resident complained cars blocking access to road asked who she could talk to.	Given Transport and Roads tel no. as requested	Phone			

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77	04/08/2021 approx.	Water Loss - Higher Street	Local property has water flooding out of the door and running about 50ft down the road - Apparently been running for quite a while. Caller asked if Council holds a list of local landlords.	Advised Council do not hold these records and that this would not be jurisdiction of the Town Council. Further that as South West Water have said they cannot do anything in terms of this issue (as water coming from inside property) that the suggested course of action is to (if comfortable) approach the tenants to advise. Caller explained they are not comfortable speaking directly to tenants and the caller believes the tenants are aware of the situation but probably don't know what to do. Advised caller that in the circumstances, perhaps the neighbouring business has the landlords contact details. Alternatively, if no joy then to contact the local police on 111 to speak with Cullompton's Community Liaison Officer (Mel Spiller) who may be able to arrange translation with the tenants to hopefully resolve this matter quickly.	Phone	???		
78	05.08.2021	Grave research	A lady visiting area pleased to find relative's grave.	Research on records carried out and grave located by indoor and outdoor staff	In person			
79	09.08.2021	New Cut	Rubbish pile up in The New Cut almost blocking public right of way again, especially for wheelchairs, mobility scooters and pushchairs. The green wheelie bin labelled "for XXXXonly" yet is full of others rubbish as well as some of XXXXXs. Can you please send me an update on your enf/21/00149/urban to assist in sorting this problem? Black sack collection is not scheduled until Friday.	For info only cc email to MDCC from D Speirs	Email			
80	17.08.21	Grave reserved	A lady called in at the cemetery and complained that the grave she had reserved has not been marked as reserved where as all the rest where. She has spoken to XXXXX in the office twice about it.	Email sent to office asking for confirmation of all graves reserved. All reserved graves then checked for reserve markers and installed if needed	In person to supervisor			
81	19.08.21	Cemetery grass cutting	Lady complained that the grass was not being cut	Supervisor explained the situation	In person to supervisor			
82	19.08.21	Cemetery memorial plaque on bench	Lady stated that she has a memorial plaque on the bench that was outside the mortuary, and asked where it was?	Supervisor to investigate	In person to supervisor			
83	19.08.21	Cemetery milk bottle watering containers disappearing	Lady complained that all the old milk containers she brings up to the cemetery keep disappearing	Supervisor apologised	In person to supervisor			
84	19.08.2021	Vandalism - Top Field Allotment Site	Several tenants have complained about vandalism at the Top Field allotment site.	AA reminded need to inform police. Item put forward to CW	Email and phone	CW		

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85	19.08.2021	Cemetery - Hi Viz	XXXXXX not wearing hi viz on site	Will pass to Town Clerk	Phone			
86	18.08.2021	Cemetery - Name Plate	Promised a name plate by Cemetery Operative would be put on grave but not done	Will pass on to the Cemetery who were busy but will now do it.	Phone			
87	22.08.2021	Tufty Park	Steering wheel on the tractor missing leaving an exposed pole which looks rather dangerous especially should a child fall onto it. The large round swing is missing. What is happening with the repair/replacement of these 2 items? The missing steering wheel seems to be a priority in the interest of safety and not particularly costly? Tufty is a popular play park and it is sad to see it falling into disrepair so soon after its refurbishment. Please can you respond with an outline time for repairs at your earliest convenience.	Town Clerk has responded	Email			
88	23/08/2021 8:52am	25 High Street	The leak is getting worse... any news on when it will be repaired? I am considering contacting historic England to turn it into the towns new leat! I hate to imagine how much water is tricking down the drain each day	No action - Sent by 'complainant' directly to South West Water	CC'ed to DTC & ATC			